

CALIFORNIA

OCCUPATIONAL GUIDES

OFFICE MACHINE SERVICERS

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INTEREST AREA
MECHANICAL - REPAIR, MAINTENANCE, AND RELATED



WHAT DOES AN OFFICE MACHINE SERVICER DO?

OFFICE MACHINE SERVICERS inspect, maintain, and repair office machines, such as copiers, adding and accounting machines, typewriters, printers, fax machines, cash registers, dictating machines, and postage meters. The workers may also be referred to as office machine technicians or repairers, service technicians, typewriter repairers, customer service representatives, and field technicians. They may specialize in the repair of a single type of machine, the machines of a single manufacturer, or a variety of machine types, models, and manufacturers.

Office Machine Servicers perform the following tasks:

- Assemble and install office machines for customers.
- Train office personnel to operate and care for machines.

- Disassemble machine and examine parts defects.
- Order replacement parts as needed.
- Read specifications, such as charts and schematics, to find out machine settings and adjustments.
- Use specialized tools such as voltmeter, ohmmeter, and circuit test equipment.
- Reassemble machine after making repairs or replacing parts.
- Test machine for proper operation.
- Inspect machines to identify and resolve problems before they result in a breakdown.
- Lubricate parts to reduce wear.
- Adjust components to manufacturer specifications to ensure efficient operation.

Office Machine Servicers carry commonly used spare parts in their vehicles. If the repairs cannot be completed at the customer's office, the machine is taken to the shop for repair. In some cases, the Servicer will provide the customer with a machine to use while the customer's machine is being repaired.

WHAT SKILLS ARE IMPORTANT?

The following skills, knowledge, and abilities are important to an Office Machine Servicer:

- Mechanical – Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance.
- Repairing – Repairing machines or systems using the needed tools.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Troubleshooting – Determining what is causing an operating error and deciding what to do about it.

- Operation and Control – Controlling operations of equipment or systems.
- Testing – Conducting tests to determine whether equipment, software, or procedures are operating as expected.
- Installation – Installing equipment, machines, wiring, or programs to meet specifications.
- Equipment Maintenance – Performing routine maintenance and determining when and what kind of maintenance is needed.
- Instructing – Teaching others how to do something.
- Equipment Selection – Determining the kind of tools and equipment needed to do a job.
- Near Vision – The ability to see details of objects at a close range.

Good customer service skills are vital for Office Machine Servicers. They must maintain a professional manner while working on the customer's equipment and handle customer complaints with tact. Some machines are diagnosed by changes in sound, requiring Office Machine Servicers to have good hearing.

WHAT'S THE WORK ENVIRONMENT?

Most Office Machine Servicers make service calls at the customer's place of business. Some Servicers work only in a shop and may be called bench technicians. On outside service calls, Servicers run into conditions ranging from comfortable modern offices to makeshift spaces in factories and warehouses. Unless the Servicer has an in-shop job, driving is required to go from one service call to another or back to the shop. Servicing office machines is cleaner and does not make the heavy physical demands of other mechanical trades. However, Servicers must be able to lift or move the various machines they repair, which may weigh up to 80 pounds. Shops are generally well lighted. The work involves handling small parts. Work at the shop is typically performed at workbenches high enough to permit workers to stand or use a tall stool. Servicers usually provide their own kit of standard hand tools. Employers normally furnish necessary tools.

Union Membership

Union membership depends on the size and location of the employer.

WHAT'S THE CALIFORNIA JOB OUTLOOK?

The following information is from the occupational projections produced by the Employment Development Department's Labor Market Information Division:

Estimated number of workers in 1998:	4,900
Estimated number of workers in 2008:	6,200
Projected Growth 1998-2008:	26.5%
Est. openings due to separations by 2008:	1,200

These figures do not include self-employment.

Office Machine Servicer employment will grow faster than average compared to all occupations in California.

Trends

Employment growth will be spurred by more kinds of office equipment that need to be maintained. The trend for home offices adds to the number of fax and copying machines that need service.

WHAT DOES THE JOB PAY?

California Earnings

Computer, Automated Teller, and Office Machine Repairers 2001 Wages			
Hourly wages range from	\$12.42	to	\$20.01
Average hourly wage	\$16.89		
Average annual wage	\$35,129		

Source: Occupational Employment Survey of Employers by EDD/LMID.

Hours

Office Machine Servicers usually work 40 hours per week, Monday through Friday. Overtime work may be plentiful in some shops. Most employers provide transportation or reimburse employees for the use of their own vehicles on service calls.

Benefits

Company size often determines the availability of medical insurance, vacation, sick leave, and other benefits.

HOW DO I PREPARE FOR THE JOB?

Education and Training

Classroom training that includes courses in electronics, electricity, and office machine repair is always desirable and becoming mandatory for many jobs. Many manufacturers train their own Servicers or those from other firms to repair their machines. Completion of such training allows Servicers to become "factory-trained" technicians.

Mechanical aptitude, good manual dexterity, and knowledge of electronics and electricity are usually required of Office Machine Servicers. Prospective employees may be required to pass pre-employment tests in these areas. In some establishments, workers must be bondable because they perform work where there is ready access to money and other valuables. A valid California driver's license is required for Servicers who work in the field.

Licensing and Certification

Some manufacturers and associations provide certification on products or skills.

Continuing Education

Office machines are increasingly part of network devices rather than stand-alone equipment. This will require additional skills in digital technology for the Office Machine Servicer to communicate effectively with computer technicians.

HOW DO I FIND THE JOB?

Direct application to employers remains one of the most effective job search methods. Applicants interested in on-the-job training should check with equipment manufacturers. Look for employers of Office Machine Servicers under the following headings in the yellow pages: Copy Machines & Supplies; Copy and Duplicating Service; Fax Equipment & Systems; Fax Repair; Postage Meters & Mailing Equipment; Cash Registers & Supplies; Dictating Machines & Supplies. Some large organizations such as universities, school districts,

hospitals, and copying centers may employ full-time Office Machine Servicers because they have such a high volume of equipment to maintain. California job openings can be found at various online job-listing systems including CalJOBSSM at www.caljobs.ca.gov or at America's Job Bank at www.ajb.dni.us.

For other occupational and wage information and a listing of the largest employers in any county, visit the Employment Development Department Labor Market Information Web page at www.calmis.ca.gov. Find further job search assistance from your nearest Job Service office www.edd.ca.gov/jsloc.htm or the closest One-Stop site listed on the California WorkNet site, www.sjtcc.ca.gov/sjtccweb/one-stop.

WHERE CAN THIS JOB LEAD?

Advancement opportunities are often limited to increases in responsibility and salary. Office Machine Servicers can become managers of service departments. They can also transfer into the company's sales division. Experienced Servicers may start their own business or partner with an established firm. These Servicers must possess sales ability and knowledge of business practices. They will need enough money to open a shop and purchase repair equipment, merchandise, and parts.

OTHER SOURCES OF INFORMATION

Business Technology Association
12411 Wornall Road
Kansas City, MO 64145
(816) 941-3100
www.bta.org

Employment Projections by Occupation
www.calmis.ca.gov/htmlfile/subject/occproj.htm

Employment and Wages by Occupation
[www.calmis.ca.gov/file/occup\\$/OESS\\$.htm](http://www.calmis.ca.gov/file/occup$/OESS$.htm)

RELATED OCCUPATIONAL GUIDES

Electronic Home Entertainment Equipment Repairers	No. 34
Data Processing Equipment Repairers	No. 152
Vending Machine Mechanics	No. 358
Instrumentation Technicians	No. 485
Burglar and Fire Alarm Installers and Repairers	No. 518

OCCUPATIONAL CODE REFERENCES**SOC** (*Standard Occupational Classification*)

Computer, Automated Teller,
and Office Machine Repairers 49-2011

O*NET (*Occupational Information Network*)

Office Machine and Cash
Register Servicers 49-2011.03

OES (*Occupational Employment Statistics*)

Office Machine and Cash Register Servicers 85926

DOT (*Dictionary of Occupational Titles*)

Mail-Processing-Equipment
Mechanic 633.261-014
Cash-Register Servicer 633.281-010
Office-Machine Servicer 633.281-018
Typewriter Repairer 706.381-030